

PATENT ABSTRACTS OF JAPAN

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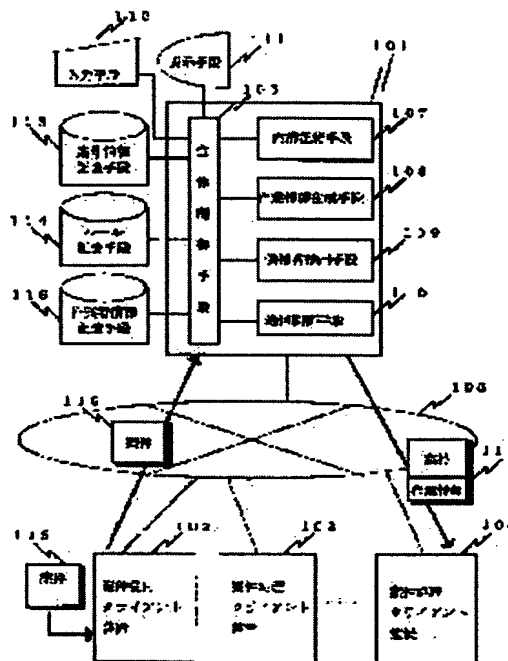
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(54) OPERATION ALLOCATING DEVICE

(57)Abstract:

PROBLEM TO BE SOLVED: To automatically find out a person in charge who matches the contents of operation and to flexibly allocate the operation to the person in charge who has processing capability.

SOLUTION: An item when accepted by an item acceptance client device 102 is sent to an item allocation client device 101 through a network 105. The item allocation client device 101 receives the sent item by using a communication control means 110 and stores it in an item information storage means 113. An operation information generating means 108 selects one items out of stored items, matches the selected item information against information in a rule storage means 114 to determine operation information, and gives it to the item. A candidate extracting means 109 matches the operation information given to the item against the information in an operator information storage means to extract an operator which corresponds to the operation information of the item. The extracted information on the operator is displayed as an operation allocation candidate by a display means 111.



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